

*****This is only a preview of the examination questions. To take the actual examination, please go back to the official bulletin, and click the examination link.*****

Training and Experience Evaluation

Custodian Supervisor II

Servicewide

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your education, training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Section 1: Tasks

Instructions:

Rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every question and provide relevant examples. Also, indicate the references who can verify the information provided.

In responding to each statement, you may refer to your WORK EXPERIENCE, whether paid or volunteer.

PLEASE NOTE: This examination is designed to gain an overall assessment of your experience as it directly relates to the duties and the knowledge, skills and abilities required for this position. Possession of specific education is **not** required to be successful in this examination. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position.

Describe your work experience relevant to performing this task, both paid and volunteer.

1. Supervising individuals engaged in custodial tasks to ensure a clean and safe environment.
2. Providing instruction to individuals in proper procedures and techniques for completing custodial tasks according to organizational and licensing standards.
3. Conducting a visual inspection of assigned work area for quality control, identification of safety hazards, and/or deficiencies to ensure a clean environment according to appropriate licensing standards.
4. Providing individual on-the-job coaching to improve performance of custodial duties and prevent job-related accidents and injuries.
5. Responding to emergency calls (e.g., injury, illness, power outages, flooding, fire, vandalism) to assist with needed services and/or health and safety concerns.
6. Providing written and/or verbal instructions or directions to others related to tasks to be completed or progress being made on assignments.
7. Providing written and/or verbal directions for preparing, operating, and maintaining janitorial equipment to ensure equipment is properly and safely used and maintained.
8. Maintaining an adequate supply of chemicals and/or perpetuums with rotation to prevent expiration of the products.

9. Inspecting facilities to identify deficiencies to resolve the issue and/or develop a corrective action plan.
10. Scheduling custodial staff to ensure adequate coverage due to absences, vacation, emergencies, and/or training.
11. Preparing various forms (e.g., requisitions, work orders, purchase orders, Workers' Compensation forms, personnel forms, incident reports, timesheets, probationary reports, Individual Development Plans, adverse actions) to document custodial work.
12. Maintaining various records (e.g., Employee's Claim for Workers' Compensation Benefits, Occupational Injury Report, FMLA, NDI, probation, counseling memos, equipment, supplies, purchase orders, Safety Data Sheets [SDS]) to ensure appropriate documentation is maintained.
13. Resolving disagreements and conflicts by using interpersonal, mediation, and/or supervisory skills to achieve/maintain a cohesive, productive staff.
14. Participating in the disciplinary action process for employees in the work unit to achieve and maintain a cohesive, productive staff.
15. Promoting organizational mandates in the work place with regard to safety, security, Equal Employment Opportunity (EEO), Americans with Disabilities Act (ADA), and other personnel practices to ensure a discrimination-free and safe work environment.
16. Interpreting and implementing policies and procedures regarding workplace safety to ensure performance of safe work practices.
17. Providing formal training to ensure staff perform duties according to organizational standards.
18. Communicating verbally and/or in writing with staff, contractors, building occupants, and management regarding daily work assignments and/or procedures to ensure understanding of work performed.